

# What's Up Doc?



## A Guide to Communicating With Your Doctor

Emory University and the Literacy Volunteers of Atlanta  
Funded by the Healthcare Georgia Foundation

# **What's Up Doc?**

## **A Guide to Communicating With Your Doctor**

Developed by the  
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# What's Up Doc?

## A Guide to Communicating With Your Doctor

### Curriculum Goal

To provide adult learners with easy-to-read information that will increase their confidence to take a more active role in their health care by asking questions and engaging in proactive dialogue with their health care provider.

### Format

The *What's Up Doc?* curriculum can be delivered in a group or individual session. Each lesson contains reading, writing, and speaking activities designed to enhance the students' understanding of the material. Lessons and activities are intended to be completed in the order specified. Depending upon the students' needs, this curriculum can be adapted by the tutors as desired.

### Theoretical Framework

This curriculum is based on the Adult Learning Theory developed by Knowles (1984). This theory states that adult learners will commit to learning if the goals and objectives are realistic and relevant to them. According to this theory, adult learners need to be provided with direct and concrete experiences to apply what they have learned. Support from peers and a non-judgmental approach is important when working with adult learners. Small-group activities provide adult learners with the opportunity to share their experiences and reflect upon what they have learned. Adult learners' previous

experiences, knowledge, and interest are significant factors in the development of educational lessons (Speck, 1996).

## **Target Audience**

This curriculum is intended to be used with students of adult basic education literacy programs.

## **Content Areas**

The following topics are covered in this curriculum:

- What three questions should I ask when I go to the doctor?
- When should I ask these questions?
- What if I still do not understand?
- Who will help me answer my questions?

## **How to Use This Curriculum**

The *What's Up Doc?* curriculum is intended to be covered in three or more lessons depending on the level of your students. Activities should be completed in the order they are presented because each activity builds upon skills presented in previous activities.

This curriculum can be used in a one-on-one or group setting. These lessons are meant to be simple and easy-to-read so that students are focusing on their reading, writing, and speaking skills while also learning about talking to their doctor or healthcare provider. The curriculum is written at a fifth grade reading level (Flesh-Kincaid Grade Level). Students should be encouraged to seek further information from their health care providers if they have questions that are not covered in these lessons. Each

activity is designed to encourage independent reading and writing. Master copies of the educational materials can be photocopied for students.

## Additional Resources for Tutors

- ✓ Partnership for Clear Health Communication – *AskMe3*. Available at:  
[www.askme3.org](http://www.askme3.org).
- ✓ Agency for Healthcare Research and Quality – *Quick Tips When Talking With Your Doctor*. Available at: <http://www.ahrq.gov/consumer/quicktips/doctalk.htm>.

### References

1. Knowles, M. (1984). *The Adult Learner: A Neglected Species* (3rd Ed.). Houston, TX: Gulf Publishing
2. Speck, M. (1996). Best practice in professional development for sustained educational change. *ERS Spectrum*, 33-41.

# **Lesson 1:**

## **Getting Ready for Your Doctor's Visit**

## Tutor Guide

# What's Up Doc?

## A Guide to Communicating With Your Doctor

### Lesson 1: Getting Ready For Your Doctor's Visit

**Suggested Time:** 45 minutes

#### **Literacy Objectives:**

*Upon completion of this lesson, students should be able to demonstrate improvements in:*

1. Vocabulary building
2. Reading
3. Language development
4. Dialogue and discussion

#### **Health Education Objectives:**

*After completing this lesson, students will be able to:*

1. State three questions to ask their doctor
2. Describe when to ask their doctor questions
3. List some tips for talking to their doctor
4. State why it is important to ask their doctor questions
5. Write down health information to give to their doctor

*Encourage your student to:*

1. Use the tips for talking to your doctor from the *Ask Me 3* brochure
2. Feel comfortable and confident communicating with their health care provider

#### **Materials You Will Need:**

- ✓ *Tutor Guide (Chart)*
- ✓ *Ask Me 3 (Brochure)*
- ✓ *What To Write Down (Worksheet)*
- ✓ *Doctor's Visit examples (Hand out)*
- ✓ *Pens or pencils*

## **Activities:**

### **Welcome and Warm-up**

Introduce yourself to the class. Next, have the students think of their last visit to the doctor.

### **Ask the students to talk about their experiences: (10 minutes)**

- ✓ What kinds of questions did the doctor ask?
- ✓ What kinds of questions did the students ask?
- ✓ Did the doctor explain things in a way that they could understand?
- ✓ Did they write down any of the information that their doctor told them?
- ✓ Was there anything they did not understand but were afraid to ask their doctor about?
- ✓ Did they feel comfortable talking to their doctor?
- ✓ Did they feel confident they could ask their doctor questions?
- ✓ Did they feel rushed? Who did most of the talking, doctor or patient?
- ✓ How did they feel when they left the doctor's office (i.e.

### **Introduction**

Introduce the new lesson by saying, "Today and for the next couple of weeks we are going to learn about talking to your doctor, nurse, or pharmacist. You will be reading about talking to your doctor and answering some questions. By the end of this class you should be able to understand what questions to ask your doctor, when to ask them, and why it is important to talk to your doctor and ask questions. During each lesson, we will practice what you learn about talking to your doctor. "

### **Ask Me 3**

1. Have the students follow along while you read pages 1-3 of the **Ask Me 3** brochure. Alternatively, you could ask for student volunteers to read out loud.

2. Go over the **tips for talking to your doctor** on page 2. **Ask the students:**

- ✓ Have you ever used any of these tips?
- ✓ Which tips will you use next time you go to their doctor?
- ✓ Why do you think these tips would be helpful?

Tell the students to bring this page with them next time they go to the doctor.

## **Practice Activity**

1. Have the students practice filling out the information on the **What to Write Down worksheet**. Students will use the **Doctor's Visit examples (Sara, Adam, Jose, Maria)** you give them to fill in the information. You should walk around and help students during this time.

## **Evaluation**

1. Have each student read their example to the class. Then have the student read their answers to the questions on the **What to Write Down worksheet**.

## **Summary of Key Points**

At the end of the lesson, ask the students to teach back what they have learned.

- **Please tell me what three questions you should ask your doctor?** What is my main problem? What do I need to do? Why is it important for me to do this?
- **How will asking your doctor these questions help you?** Take care of your health, get ready for medical tests, take your medicines the right way, learn about your health problem, get better or stay healthy, and understand why it is important to take care of your health.
- **When are good times to ask questions?** At your doctor's visit, when you are getting ready for a medical test or procedure, and when you get your medicine.
- **What should you do next time you talk to your doctor?** Ask the three questions, bring a friend or family member to help you, write down your health concerns to tell the doctor, bring a list of your medicines to give the doctor, ask the pharmacist for help when you have questions about your medicines.

Once students have had a chance to talk, emphasize the following key points:

- Don't be nervous to ask questions.
- If you still don't understand, it is okay to ask your doctor to explain it again.

**On the next page are the handouts for Lesson 1**

# Ask Me 3

## Good Questions for Your Good Health

Every time you talk with a doctor, nurse, or pharmacist, use these questions to help you understand your health.

**1. What is my main problem?**

**2. What do I need to do?**

**3. Why is it important for me to do this?**



***Everyone wants help with health information.***

***If you find things confusing at times, you are not alone.***

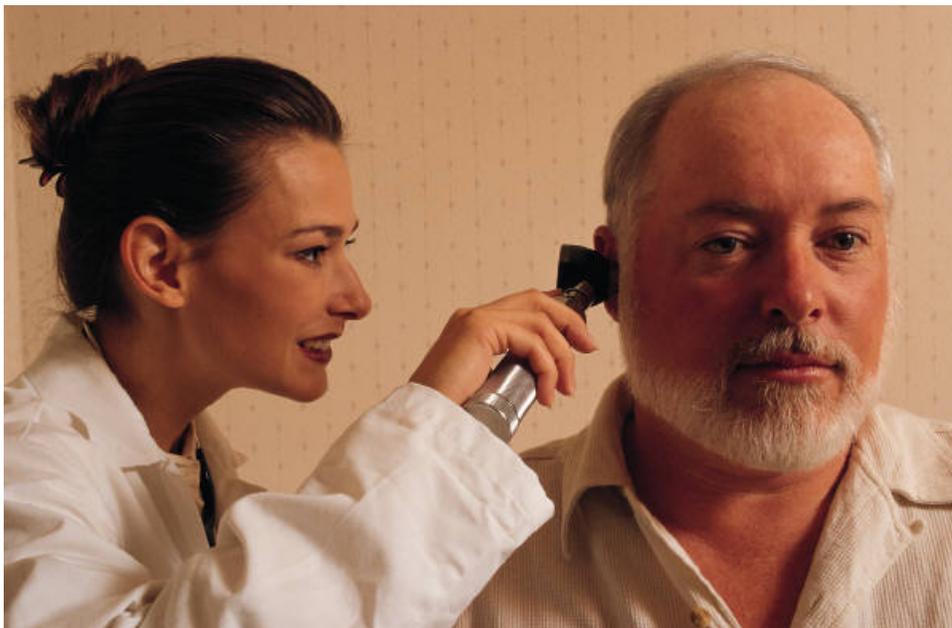
***The Ask Me 3 questions will help you:***

- ✓ ***Take care of your health***
- ✓ ***Prepare for medical tests***
- ✓ ***Take your medicines the right way***

## When to Ask Questions

### *You can ask questions when:*

- ✓ You see your doctor, nurse, or pharmacist.
- ✓ You prepare for a medical test or procedure.
- ✓ You get your medicine.



## Tips for Talking to Your Doctor

### *Check off the ones you will try:*

- I will ask the 3 questions.
- I will bring a friend or family member to help me at my doctor visit.
- I will write down my health concerns to tell my doctor.
- I will bring a list of all my medicines when I visit my doctor.
- I will ask my pharmacist for help when I have questions about my medicines.

***Are you nervous to ask your doctor questions?***

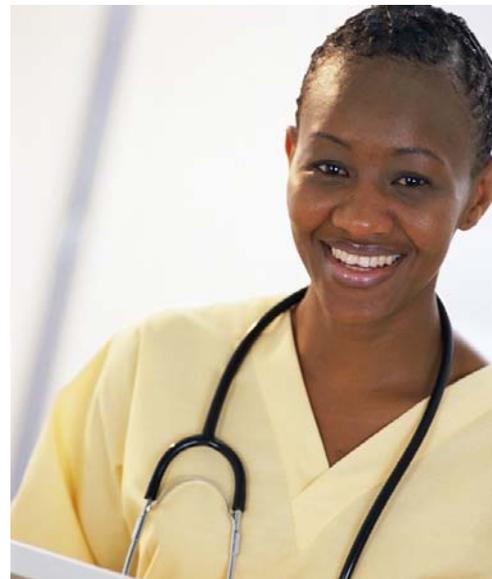
***Don't be! You may be surprised to learn that your medical team wants you to let them know when you need help.***

***Your doctor wants you to know:***

- ✓ All you can about your health problem.
- ✓ How to get better or stay healthy.
- ✓ Why it is important for you to take care of your health.

## **Ask your doctor, nurse, or pharmacist:**

- 1. What is my main problem?**
- 2. What do I need to do?**
- 3. Why is it important for me to do this?**



**What If I Ask and Still Don't Understand?**

- ✓ ***Let your doctor, nurse, or pharmacist know if you still don't understand what you need to do.***
- ✓ ***You might say, "This is new to me. Will you please explain that to me one more time?"***

***The Ask Me 3 questions are designed to help you take better care of your health.***

## Doctor's Visit Examples

### Sara

Sara is going to visit her doctor. She wants to talk to her doctor about her stomach pain. Sara takes a medicine for her asthma. It is called Albuterol. She wants to ask her doctor what is making her stomach hurt.

At the doctor's office, Sara's doctor gives her a new medicine. The medicine is called Zelnorm®. This medicine will help Sara's stomach pain.

Sara's doctor tells her to take this medicine by mouth. Sara should take one pill before she eats breakfast and one pill before dinner. Sara's doctor told her to take the medicine every day for 4-6 weeks. Sara's doctor tells her to eat more fruits and vegetables.

## What You Should Write Down

*Use the Doctor's Visit Examples to practice writing down information and questions that will help you remember what to talk to your doctor about. Next time you go see your doctor write down the answers to these questions on the lines below:*

**Before you get to the doctor, answer these questions.**

What does Sara want to talk to her doctor about?

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What are the names of the medicines Sara is taking?

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What questions or health concerns does Sara have?

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**When you're at the doctor's office, answer these questions.**

What medicines did Sara's doctor give her?

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What did Sara's doctor tell her to do? Write down any information Sara's doctor gives her that she will want to remember for later.

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**When you go home if you....**

- √ have any questions
- √ had tests done and do not hear from your doctor
- √ have symptoms that get worse
- √ have problems with your medicine

**Call your doctor!**

## Jose

Jose is going to visit his doctor. He wants to talk to his doctor about his sore throat. Jose takes a medicine for his high blood pressure. It is called HCTZ. He wants to ask his doctor what is making his throat sore.

At the doctor's office, Jose's doctor gives him a new medicine. The medicine is called Penicillin. This medicine will help Jose's sore throat.

Jose's doctor tells him to take 2 pills a day. Jose should take one pill 2-3 hours after breakfast and the other pill at night before bedtime. Jose should finish all of the medicine the doctor gives him, even if his sore throat is gone. The doctor tells Jose to drink lots of water.

## What You Should Write Down

*Use the Doctor's Visit Examples to practice writing down information and questions that will help you remember what to talk to your doctor about. Next time you go see your doctor write down the answers to these questions on the lines below:*

**Before you get to the doctor, answer these questions.**

What does Jose want to talk to his doctor about?

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What are the names of the medicines Jose is taking?

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What questions or health concerns does Jose have?

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**When you're at the doctor's office, answer these questions.**

What medicines did Jose's doctor give him?

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What did Jose's doctor tell him to do? Write down any information Jose's doctor gives him that he will want to remember for later.

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**When you go home if you....**

- √ have any questions
- √ had tests done and do not hear from your doctor
- √ have symptoms that get worse
- √ have problems with your medicine

**Call your doctor!**

## Maria

Maria is going to visit her doctor. She wants to talk to her doctor about her headache. Maria takes birth control pills. The pills are called Ortho Tricyclen®. She wants to ask her doctor what she can do to make her headaches go away.

At the doctor's office, Maria's doctor tells her to take Ibuprofen. This is a medicine that will help Maria's headaches.

Maria's doctor tells her to take one pill by mouth. She should take it with a full glass of water. Maria's doctor says headaches are caused by different things. Her doctor tells her that taking a nap or going for a walk might help her headaches.

## What You Should Write Down

*Use the Doctor's Visit Examples to practice writing down information and questions that will help you remember what to talk to your doctor about. Next time you go see your doctor write down the answers to these questions on the lines below:*

**Before you get to the doctor, answer these questions.**

What does Maria want to talk to her doctor about?

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What are the names of the medicines Maria is taking?

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What questions or health concerns does Maria have?

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**When you're at the doctor's office, answer these questions.**

What medicines did Maria's doctor give her?

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What did Maria's doctor tell her to do? Write down any information Maria's doctor gives her that she will want to remember for later.

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**When you go home if you....**

- √ have any questions
- √ had tests done and do not hear from your doctor
- √ have symptoms that get worse
- √ have problems with your medicine

**Call your doctor!**

## Adam

Adam is going to visit his doctor. He wants to talk to his doctor about his low back pain. Adam takes medicine for his high cholesterol. It is called Zocor®. He wants to ask his doctor what he can do to make his back pain go away.

At the doctor's office, Adam's doctor tells him to take Tylenol®. This medicine will help Adam's back pain.

Adam's doctor told him to put an ice pack on his low back. Adam's doctor showed him some exercises. The exercises will make Adam's back feel better. Adam's doctor said to walk everyday. This should help lower Adam's back pain.

## What You Should Write Down

*Use the Doctor's Visit Examples to practice writing down information and questions that will help you remember what to talk to your doctor about. Next time you go see your doctor write down the answers to these questions on the lines below:*

**Before you go to the doctor, answer these questions.**

What does Adam want to talk to his doctor about?

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What are the names of the medicines Adam is taking?

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What questions or health concerns does Adam have?

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**When you're at the doctor's office, answer these questions.**

What medicines did Adam's doctor give him?

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What did Adam's doctor tell him to do? Write down any information Adam's doctor gives him that he will want to remember for later.

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**When you go home if you....**

- √ have any questions
- √ had tests done and do not hear from your doctor
- √ have problems with your medicine
- √ have symptoms that get worse

**Call your doctor!**

## What You Should Write Down

*Writing down information and questions will help you remember what to talk to your doctor about. Next time you go see your doctor write down the answers to these questions on the lines below:*

**Before you get to the doctor, answer these questions.**

What do I want to talk to my doctor about?

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What are the names of the medicines I am taking?

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What questions or health concerns do I have?

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**When you're at the doctor's office, answer these questions.**

What medicines did my doctor give me? You can ask for written instructions of how to take your medicines the right way.

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What did my doctor tell me to do? Write down any information your doctor gives you that you will want to remember for later. For example, you may need to exercise more or eat different foods. On the lines below, write down the changes you will make.

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**When you go home if you....**

- √ have any questions
- √ had tests done and do not hear from your doctor
- √ have problems with your medicine
- √ have symptoms that get worse

**Call your doctor!**

# **Lesson 2:**

## **Talking to Your Doctor**

## Tutor Guide

# What's Up Doc?

## A Guide to Communicating With Your Doctor

### Lesson 2: Talking to Your Doctor

**Suggested Time:** 45 minutes

#### **Literacy Objectives:**

*Upon completion of this lesson, students should be able to demonstrate improvements in:*

1. Reading
2. Vocabulary building
3. Language development

#### **Health Education Objectives:**

*After completing this lesson, students will be able to:*

1. State the *Ask Me 3* questions
2. Describe when to ask the *Ask Me 3* questions
3. List some tips for talking to their doctor
4. State why it is important to ask their doctor questions
5. Define key terms associated with healthcare

*Encourage your student to:*

1. Use the tips for talking to your doctor from the *Ask Me 3* brochure
2. Feel comfortable and confident communicating with their health care provider

#### **Materials You Will Need:**

- ✓ *Tutor Guide (Chart)*
- ✓ *Ask Me 3 (Brochure)*
- ✓ *Mary's Visit to the Doctor (Story)*
- ✓ *Doctor Talk (Worksheet)*
- ✓ *Doctor Talk (Definitions)*
- ✓ *Answer Keys (Mary's Visit to the Doctor and Doctor Talk)*
- ✓ *Flash Cards*
- ✓ *Scissors*
- ✓ *Pens or pencils*

## **Activities:**

### **Welcome and Warm-up**

“Welcome back, class. Today we will be continuing to learn about talking to your doctor. First, let’s review what we learned last week. Can anyone tell me something they remember learning from the last lesson?” Have the students tell you what they learned in the last lesson.

- **Please tell me what 3 questions you should ask your doctor?** What is my main problem? What do I need to do? Why is it important for me to do this?
- **How will asking your doctor these questions help you?** You will be able to take care of your health, get ready for medical tests, take your medicines the right way, learn about your health problem, get better or stay healthy, and understand why it is important to take care of your health.
- **When are good times to ask questions?** At your doctor’s visit, when you are getting ready for a medical test or procedure, and when you get your medicine.
- **What should you do next time you talk to your doctor?** Ask the 3 questions, bring a friend or family member to help you, write down your health concerns to tell the doctor, bring a list of your medicines to give the doctor, ask the pharmacist for help when you have questions about your medicines.

Remind the students about the key points:

- Don’t be nervous to ask questions.
- If you still don’t understand, it is okay to ask your doctor to explain it again.

### **Introduction**

Introduce the new lesson by saying, “Today, we will be reading a story about talking to your doctor. You will be answering some questions along with the story, and you will be learning some new words. By the end of this class you should feel comfortable knowing what questions to ask your doctor, when to ask them, and why it is important to talk to your doctor and ask questions.”

### **Story**

1. Have students volunteer to read the story, *Mary’s Doctor’s Visit* out loud. Alternatively, you can read the story out loud to the students. Have one student read the first section. Then, answer the question at the end of the section before moving on to the next section. Continue reading one section at a time and answering the questions at the end of the section before moving on. Have students take turns reading different sections.

## **Flash Card Game**

1. “There are lots of words you might hear when you go see your doctor. You may already know what some of these words mean. We are going to play a game using some flash cards to learn or practice these words.” Have your students cut out the **flash cards**. Cut each card so that the definitions and words are separate. Then have the students make two separate piles – one for the words and the other for the definitions. Have them mix up the cards in each pile and then try to match the words together. The students can use the list of **definitions** to help them.

## **Evaluation**

1. Have your students work in pairs to complete the **Doctor Talk** worksheet. Instruct the students to look up the **definitions** for each word and fill in the blanks with the appropriate word from the word list. You should walk around to help students during this activity.

## **Summary of Key Points**

At the end of the lesson, ask the students to teach back what they have learned.

- **Think about what Mary did when she went to see her doctor. What should you do when you go to see your doctor?**
  - ✓ write down what medicines you are taking
  - ✓ ask your doctor what your main problem is
  - ✓ ask questions about any medical tests you will be getting
  - ✓ ask your doctor what you need to do to feel better
  - ✓ write down important information you will need to remember
  - ✓ ask questions about any medicine the doctor gives you
  - ✓ ask your doctor why it is important to do what he tells you
- **How can asking questions help you?**
  - ✓ Learn about your health problem
  - ✓ Get better and stay healthy
  - ✓ Learn about your medicines
  - ✓ Learn how to take better care of your health
- **What new words and definitions did you learn?** (*doctor, physician, nurse, nurse practitioner, physician’s assistant, pharmacist, specialist, patient, healthcare, symptoms, medications, medical test*)

**On the next page are handouts for Lesson 2**

# Mary's Visit to the Doctor



This is Mary. Mary is going to visit her doctor. She has not been feeling well. Mary's doctor asks her a lot of questions. He asks about how she is feeling. He also asks how long she has been feeling this way. Mary tells him that her nose has been itchy and stuffy. Her eyes have been watery and puffy. She has been feeling very tired. She tells her doctor she has been feeling this way for many months. She feels worse during the springtime and when she is outdoors. She feels better on days when it is rainy and cool. Mary's doctor also asks her what medicines she is taking. **Before she went to the doctor Mary wrote down the names of all of her medicines.** She gave her doctor the list. Mary tells the doctor she does not have any other health problems. After Mary answers all of her doctors questions he tells her she needs to go get some tests done.

## Question for you!

What did Mary write down before she went to the doctor?

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**Mary asks her doctor what her main problem is.** He tells her that he thinks she has allergies (say 'al-ur-jee'). But Mary doesn't know anything about allergies. She asks her doctor what allergies are. Mary's doctor explains that lots of people have allergies. Things like animals, bugs, trees, grass, and dust can cause allergies. The test that Mary's doctor wants her to get is called a skin test. **Mary asks her doctor how long the test will take.** He says about an hour. **She also asks what the test will be like.** Her doctor tells her exactly what he will do. He also says her skin may become red and itchy after the test. He says the test does not hurt too much. **Mary asks if there are any special instructions for the test.** Her doctor tells her he will give her a list of medicines she should not take before the test. Mary will need to read the list carefully.

### Question for You!

What three questions does Mary ask her doctor about the skin test?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Mary asks her doctor what she needs to do to feel better.** He tells her she should stay inside when it is very hot and windy outside. Mary's doctor tells her to keep her windows closed at home and in her car. He says she should use air conditioning instead. **Mary writes these things down so she will remember what to do.** He gives her some allergy medicine to take. Her doctor tells her **when to take her medicine.** He tells her **how much medicine to take.** He also tells her about **side effects.** Side effects are things that can happen to you when you take medicine. For example, Mary might feel really sleepy after she takes her allergy medicine.



**Questions for you!**

What does Mary write down to remember?

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What does Mary's doctor tell her about her allergy medicine?

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**Mary asks her doctor why it is important to do what he told her.** Her doctor says it will make her feel better. Mary is nervous about asking her doctor so many questions. But her doctor is glad she is asking questions.

**Asking her doctor questions helps Mary learn about her skin test. She learns how to take better care of her health. She also learns how to take her medicine.** Mary is glad she asked her doctor questions so she can get better. He is happy to help her understand!



**Question for you!**

What 3 things did Mary learn by asking her doctor questions?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

## ***What's Up Doc* Word List**

***Below is a list of words that you might hear when you go to see your doctor.***

**Doctor (say “doc-t-or”)** – A **doctor** is a person who helps you when you are sick. **Doctors** also help you stay healthy. Sometimes **doctors** are called **physicians (say “fa-zi-shuns”)** or **health care providers**.

**Health Care** – The activities you do to take care of your health. Going to see your doctor is one example of **health care**.

**Nurse (say “nurs”)** – A **nurse** is a person who helps you when you are sick. **Nurses** also teach you about staying healthy. Sometimes a nurse is called the RN.

**Nurse Practitioner (say “nurs prak-ti-sha-ner”)** – A **nurse practitioner** is a person who helps the doctor. Sometimes a **nurse practitioner** is called the **NP**.

**Patient (say “pay-shint”)** –The **patient** is the person who the doctor or nurse is taking care of. You are the **patient** when you go to the doctor’s office.

**Pharmacist (say “farm-a-sist”)** – A **pharmacist** is a person who helps you with your medicines.

**Physician's Assistant (say "fa-zi-shuns as-sis-tint")** – A [physician's assistant](#) is a person who helps the doctor. Sometimes a [physician's assistant](#) is called the *PA*.

**Symptoms (say "simp-tums")** – A symptom is a warning sign that something is wrong with your body. For example, a fever is a warning sign that you might have the flu.

### **Extra Words**

**Allergies** – These can make you sneeze. They can also make your eyes itchy. Sometimes they make your nose runny. This is how your body acts when it is [allergic](#) to something. [Allergies](#) are caused by things like food, animals, plants, trees, and dust.

**Health History** – This is information about your health in the past. This includes any big health problems your parents, grandparents, brothers, and sisters have had.

**Medications** – These are pills or medicine the doctor gives you to get better. For example, you take cough medicine for a cold.

**Medical Records** – [Medical records](#) are information about you and your health. This information helps keep track of any health problems you have had.

**Medical Test** – A **medical test** is one way that doctors check to see if you are healthy. For example, a **medical test** can help your doctor find out if your heart is doing what it is supposed to.

**Specialist (say “spe-sha-list”)** – A **specialist** is a doctor who takes care of a certain type of problem. For example, a doctor called a cardiologist (say “car-di-ah-lo-gist”) takes care of heart problems.

**X-ray** – A picture of inside your body. **X-rays** help doctors see what is wrong. For example, an **x-ray** can help your doctor see if you have a broken bone.

*Instructions: Cut out each word and definition. Then, match the word with the correct definition.*

**WORDS**

<b>Doctor</b>	<b>Nurse</b>
<b>Nurse Practitioner</b>	<b>Physician's Assistant</b>
<b>Patient</b>	<b>Specialist</b>
<b>Pharmacist</b>	<b>Medical Records</b>

<b>Health Care</b>	<b>Symptoms</b>
<b>Health History</b>	<b>Medications</b>
<b>Allergies</b>	<b>X-ray</b>
<b>Medical Test</b>	

## DEFINITIONS

<p>A person who helps you when you are sick. Sometimes this person is called a <i>physician</i>.</p>	<p>A person who helps you when you are sick. This person also teaches you about staying healthy.</p>
<p>A person who helps the doctor. Sometimes this person is called the <i>NP</i>.</p>	<p>A person who helps the doctor. Sometimes this person is called the <i>PA</i>.</p>
<p>The person who the doctor or nurse is taking care of. You are this person when you go to your doctor's office.</p>	<p>This person is a doctor who takes care of a certain kind of problem. For example, a cardiologist is a doctor who takes care of heart problems.</p>
<p>This person helps you with your medicines.</p>	<p>This is information about you and your health. This helps keep track of any health problems you might have.</p>

<p>The activities you do to take care of your health. Going to see your doctor is one example.</p>	<p>These are warning signs that something is wrong with your body. For example, a fever is a warning sign that you might have the flu.</p>
<p>Information about your health in the past. This includes information about any big health problems your parents, grandparents, brothers, and sisters have had.</p>	<p>Pills or medicine the doctor gives you to get better. For example, you take cough medicine when you have a cold.</p>
<p>These can make you sneeze. They also can make your eyes itchy. They are caused by things like animals, plants, trees, and dust.</p>	<p>A picture of inside your body. This helps your doctor see what is wrong. A picture of your bones can help your doctor see if they are broken.</p>
<p>This is one way that doctors check to see if you are healthy. For example, it can help your doctor find out if your heart is doing what it is supposed to.</p>	

# Doctor Talk

Instructions: Fill in the blank with the right word from the list.

A \_\_\_\_\_ is a person who takes care of you when you are sick. Sometimes this person is called a \_\_\_\_\_.

Going to see your doctor for a yearly check-up is an example of \_\_\_\_\_.

A \_\_\_\_\_ can teach you about staying healthy.

The \_\_\_\_\_ and \_\_\_\_\_ help the doctor. They can also be called the NP and the PA.

You are called the \_\_\_\_\_ when you go to the doctor's office.

When you need help with your medicines you can ask a \_\_\_\_\_.



\_\_\_\_\_ are warning signs that something is wrong with your body.

A \_\_\_\_\_ helps the doctor understand more about your health problem.

A \_\_\_\_\_ is a doctor who takes care of a certain type of problem.

### ***Word List***

**Medical Test  
Specialist  
Physician's Assistant  
Physician  
Doctor  
Nurse  
Patient  
Pharmacist  
Symptoms  
Nurse Practitioner  
Healthcare**



## **Answer Key – Mary’s Visit to the Doctor**

Part I – Mary’s Visit – Introduction

**What did Mary write down before she went to the doctor?**

Answer: Mary wrote down what medicines she is taking.

Part II – Mary asks her doctor what her main problem is.

**What three questions does Mary ask her doctor about the skin test?**

1. How long will it take?
2. What will the test be like?
3. Are there any special instructions before the test?

Part III – Mary asks her doctor what she needs to do to feel better.

**What does Mary write down to remember?**

Answer: Mary writes down the things her doctor tells her to do to feel better.

**What does Mary’s doctor tell her about her allergy medicine?**

Answer: He tells her when to take it, how much to take, and about side effects.

Part IV – Mary asks her doctor why it is important to do what he told her.

**What three things did Mary learn by asking her doctor questions?**

1. Mary learned about her skin test.
2. Mary learned how to take better care of her health.
3. Mary learned how to take her medicine.

## Doctor Talk – *Answer Key*

Instructions: Fill in the blank with the right word from the list.

A doctor is a person who takes care of you when you are sick. Sometimes this person is called a physician.

Going to see your doctor for a yearly check-up is an example of healthcare.

A nurse can teach you about staying healthy.

The nurse practitioner and physician's assistant help the doctor. They can also be called the NP and the PA.

You are called the patient when you go to the doctor's office.

When you need help with your medicines you can ask a pharmacist.

Symptoms are warning signs that something is wrong with your body.

A medical test helps the doctor understand more about your health problem.

A specialist is a doctor who takes care of a certain type of problem.

## *Word List*

**Medical Test  
Specialist  
Physician's Assistant  
Physician  
Doctor  
Nurse  
Patient  
Pharmacist  
Symptoms  
Nurse Practitioner  
Healthcare**

# **Lesson 3:**

## **Going to See Your Doctor**

## Tutor Guide

# What's Up Doc?

## A Guide to Communicating With Your Doctor

### Lesson 3: Going to See Your Doctor

**Suggested Time:** 45 minutes

#### **Literacy Objectives:**

*Upon completion of this lesson, students should be able to demonstrate improvements in:*

1. Vocabulary building
2. Dialogue and discussion
3. Critical thinking
4. Reading

#### **Health Education Objectives:**

*After completing this lesson, students will be able to:*

1. Use the Ask Me 3 questions when talking to their doctor
2. Define some key terms associated with healthcare
3. Describe why it is important to ask questions
4. Write down health information to give to their doctor
5. Write down information they will need to remember

*Encourage your student to:*

1. Use the tips for talking to the doctor from the Ask Me 3 brochure
2. Feel comfortable and confident communicating with their health care provider

#### **Materials You Will Need:**

- ✓ Tutor Guide (Chart)
- ✓ Ask Me 3 (Brochure)
- ✓ Mary's Visit to the Doctor (Story)
- ✓ Role Play (Dialogue)
- ✓ Now It's My Turn (Worksheet)
- ✓ Answer Key (Now It's My Turn)
- ✓ Flash Cards
- ✓ Pens or pencils

## **Activities:**

### **Welcome and Warm-up**

“Welcome back, class. Today we will be continuing to learn about talking to your doctor. First, let’s review what we learned last week.” Use the flash cards to review the definitions. You can hold up a flash card and ask the students to volunteer to give the definitions. Alternatively, you can read the definition and ask the students to volunteer to give you the correct word.

Ask the students what they learned from the last lesson:

- **Think about what Mary did when she went to see her doctor. What should you do when you go see your doctor?**
  - ✓ Write down what medicines you are taking
  - ✓ Ask your doctor what your main problem is
  - ✓ Ask questions about any medical tests you will be getting
  - ✓ Ask your doctor what you need to do to feel better
  - ✓ Write down important information you will need to remember
  - ✓ Ask questions about any medicine the doctor gives you
  - ✓ Ask your doctor why it is important to do what he tells you
- **How can asking questions help you?**
  - ✓ Learn about your health problem
  - ✓ Get better and stay healthy
  - ✓ Learn about your medicines
  - ✓ Learn how to take better care of your health
- **What new words and definitions did you learn?** (*doctor, physician, nurse, nurse practitioner, physician’s assistant, pharmacist, specialist, patient, healthcare, symptoms, medications, medical test*)

### **Introduction**

Introduce the new lesson by saying, “Today, we will be practicing what you have learned in the last 2 lessons. You will be reading a conversation between a doctor and a patient and thinking about what you will do next time you visit your doctor. By the end of this class you should feel more comfortable talking to your doctor and understand what you need to do to get ready for your next doctor’s visit.”

### **Role Play**

1. Have the students get in pairs. Have one student pretend she is the doctor and have the other student pretend he is the patient. Hand out the **role play dialogues** (doctor and patient) to the students. Read the instructions out loud to your students. “You and a partner will be pretending to be going to the doctor. One of you will be the patient and one of you will be the doctor. Read the description of your part. Then read the

conversation out loud. When you have finished, switch places and repeat the activity.” Have your students practice reading the dialogue out loud while you walk around and help. Then, have the students switch roles and repeat the role play.

### **Discussion**

1. Discuss with the students the key points of the role play. **Questions you can ask the students include:**

- ✓ What information did the patient have to tell the doctor?
- ✓ What questions did the patient ask the doctor?
- ✓ Why was it important for the patient to ask questions?
- ✓ Did you feel comfortable as the patient asking the doctor these questions?
- ✓ How did it make you feel asking the doctor these questions?
- ✓ How did the patient remember the things the doctor said?
- ✓ Is there anything else you would have asked the doctor?
- ✓ Do you think the doctor was helpful in answering the patient’s questions?

### **Evaluation**

1. Have your students complete the ***Now It’s My Turn*** worksheet. Explain that this activity will help them practice what they will do next time they go to their doctor. Walk around and help students with this activity.

## Summary of Key Points

At the end of the lesson, ask students to teach back what they have learned.

- **Please tell me what 3 questions you should ask your doctor?** What is my main problem? What do I need to do? Why is it important for me to do this?
- **How will asking your doctor these questions help you?** You will be able to take care of your health, get ready for medical tests, take your medicines the right way, learn about your health problem, get better or stay healthy, and understand why it is important to take care of your health.
- **When are good times to ask questions?** At your doctor's visit, when you are getting ready for a medical test or procedure, and when you get your medicine.
- **What should you do next time you talk to your doctor?** Ask the 3 questions, bring a friend or family member to help you, write down your health concerns to tell the doctor, bring a list of your medicines to give the doctor, and ask the pharmacist for help when you have questions about your medicines.
- **Think about what Mary did when she went to see her doctor. What should you do when you go see your doctor?**
  - ✓ Write down what medicines you are taking
  - ✓ Ask your doctor what your main problem is
  - ✓ Ask questions about any medical tests you will be getting
  - ✓ Ask your doctor what you need to do to feel better
  - ✓ Write down important information you will need to remember
  - ✓ Ask questions about any medicine the doctor gives you
  - ✓ Ask your doctor why it is important to do what he tells you
- **How can asking questions help you?**
  - ✓ Learn about your health problem
  - ✓ Get better and stay healthy
  - ✓ Learn about your medicines
  - ✓ Learn how to take better care of your health
- **What new words and definitions did you learn?** (*doctor, physician, nurse, nurse practitioner, physician's assistant, pharmacist, specialist, patient, healthcare, symptoms, medications, medical test*)

### **Remember:**

- Don't be nervous to ask questions.
- If you still don't understand, it is okay to ask your doctor to explain it again.

**On the next page are handouts for Lesson 3**

## Role Play

Instructions: You and a partner will pretend that you are going to the doctor. One of you will be the patient and one of you will be the doctor. Read the description of your part. Then read the conversation out loud. When you have finished, switch places and repeat the activity.

Patient – Pretend you are going to see your doctor. You have not been feeling well. Read the conversation out loud. As you read the conversation think about the tips you learned for talking to your doctor.

Doctor – Pretend you are the doctor. You will ask your patient questions to find out what the problem is. Read the conversation out loud.

### Tips for Talking to Your Doctor

*Check off the ones you will try:*

- I will ask the 3 questions.
- I will bring a friend or family member to help me at my doctor visit.
- I will write down my health concerns to tell my doctor.
- I will bring a list of all my medicines when I visit my doctor.
- I will ask my pharmacist for help when I have questions about my medicines.

## Conversation

**Doctor:** Hello Ms/Mr. Jones. How are you feeling?

**Patient:** Not so great. My eyes have been watery and my nose has been itchy.

**Doctor:** How long have you been feeling this way?

**Patient:** At least 3 months.

**Doctor:** When do you feel worse?

**Patient:** When I am outside. Oh, and at my friend's house. She has a cat.

**Doctor:** OK. Well it sounds like you have allergies.

**Patient:** What are allergies?

**Doctor:** Allergies are things your body is sensitive to. Things like animals, bugs, trees, grass, and dust can make your nose runny and your eyes watery. Lots of people have allergies. I think you should get a skin test.

**Patient:** How long will the test take?

**Doctor:** About an hour.

**Patient:** What will the test be like?

**Doctor:** The nurse will use different liquids. Each one contains a small amount of substances you might be allergic to. The nurse puts a drop of liquid on your

arm or back and lightly pricks your skin. If you get a red, itchy bump then we know you are allergic to that substance.

**Patient:** What are substances?

**Doctor:** Substances are things you might be allergic to like pollen or dust.

**Patient:** Does the test hurt?

**Doctor:** It may a little, but most people say it's not too bad.

**Patient:** OK. Are there any special instructions for me before the test?

**Doctor:** Yes. There are certain medicines you should not take before the test. I'll write down the names of medicines before you go.

**Patient:** OK. What can I do to feel better?

**Doctor:** Well, you can stay inside on very hot and windy days. Also, you should keep your windows closed and use air conditioning in your home and car. When you go to your friend's house, you should take allergy medicine before you go. Or you may want to meet your friend someplace where the cat won't be.

**Patient:** OK. Let me write these things down so I will remember them.

**Doctor:** I am going to give you some allergy medicine to take.

**Patient:** Can you write down how much medicine I should take, when I should take it, and what side effects there are?

**Doctor:** Yes.

**Patient:** Thank you. Why is it important to take my medicine and do the other things you suggested?

**Doctor:** If you take your medicine and follow my suggestions, you should feel better soon.

**Patient:** OK. If I have any other questions can I call you?

**Doctor:** Yes. Please do! I am here to help you.

**Patient:** Thank you.

***Switch parts now. Read the conversation again!***

### Now It's My Turn!

Pretend you are going to see your doctor like Mary because you have not been feeling well. Just like Mary, you have been feeling very tired. You have been sneezing a lot and your eyes feel puffy and watery. Your doctor thinks you have allergies and you need a skin test.

What three questions should you ask your doctor? (Use Mary's story as an example)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What should you write down before you go to see your doctor?

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What should you write down during your doctor's visit?

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Mary brought a friend and wrote down questions so she wouldn't feel nervous at her doctor's visit. What things will you do when you go to see your doctor?

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## Answer Key – Now It's My Turn!

What three questions should you ask your doctor?

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

What should you write down before you go to see your doctor?

**Answer:** Names of medications I am taking. Any health concerns I have that I want to talk to my doctor about.

What should you write down during your doctor's visit?

**Answer:** Anything my doctor tells me to do that I need to remember.

Mary brought a friend and wrote down her health concerns so she wouldn't feel nervous at her doctor's visit. What things will you do when you go to see your doctor?

**Answer:** I will ask the 3 questions I am supposed to. I will bring a friend or family member. I will make a list of my health concerns to tell my doctor. I will bring a list of all my medicines when I visit my doctor. I will ask questions when I need help or do not understand something.